7-24-23

Dear SmartPlug Aftermarket Partner:

On Friday, July 24, 2023, we were alerted to a part in the field that did not meet our performance expectations. Upon further inspection, and an audit of the production line and component inventory, we concluded that the Mfging process used by one of our vendors to manufacture our D-rings, could cause a stress build up within the part. This build-up can lead to cracking and /or the failure of the D-ring. We determined that this issue is significant enough that we are requesting a complete recall of any and all product that was built with the suspect part.

Please note: This return only impacts 16A and 30A inlets, BF16 and BF30 cords plug kits and any SKU that contains those items. SEE ATTACHED SKU LIST.

In addition, any product from this list you shipped to customers in the last 30 days should be called back and sent to SmartPlug as part of this re-work.

This requires immediate action on your part to remove any of the following SKU from your inventory and ship back to SmartPlug (using our UPS account) with much urgency.

We have developed a re-work and re-ship plan that should get product back to you in a few weeks. An RGA will be issued to you for return of these items, and we will re-ship the product to you once it is again to spec. Customer Service will be contacting you for directions and paperwork requirements to make this a smooth transaction.

SmartPlug is committed to quality products and stands behind everything we sell. This material shortfall was not anticipated and will drive additional QC actions from us and our vendor community in the future.

Thank you for your immediate attention to this pressing matter. Please contact me or Ron Bailey if you require additional information.,

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SmartPlug System
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PARTS THAT ARE IMPACTED, SEE LIST BELOW

7-23 SmartPlug Aftermarket Product Return List

Part Number	Description	Standard Carton	Carton Dimensions (L x W x D)	Packaged Unit Qty.	Packaged Unit	Packaged Unit Dimensions (L x W x D)	UPC Code
BM16NT	16 Amp - Stainless Steel Inlet w/ SS Cover Assembly	19 lbs	14"x14"x10"	12	1 lbs 9 oz	9"x7"x3.5"	614458746290
BM16NTSR	16 Amp - Stainless Steel Inlet w/ SS Cover Assembly w/ Enclosed Strain Rel	19 lbs	14"x14"x10"	12	2 lbs 9 oz	9"x7"x3.5"	614458746313
BM16PW	16 Amp - Non-Metallic Inlet w/ White Cover Assembly	13 lbs	14"x14"10"	12	15 oz	9"x7"x4"	614458746306
BM16PG	16 Amp - Non-Metallic Inlet w/ Gray Cover Assembly	13 lbs	14"x14"10"	12	15 oz	9"x7"x4"	614458746313
BM16PB	16 Amp - Non-Metallic Inlet w/ Black Cover Assembly	13 lbs	14"x14"10"	12	15 oz	9"x7"x4"	614458746320
BF16	16 Amp - Female Connector Assembly	12 lbs	14"x14"x14"	12	13 oz	9.25"x7"x3.5"	614458745941
B16ASSYNT	16 Amp - Female Connector & Stainless Steel Inlet	25 lbs	18"x13"x12"	10	2 lbs 5 oz	11"x9"x3.5"	614458746405
B16ASSYPW	16 Amp - Female Connector & Non-Metallic Inlet / White	10 lbs	12"x12"x12"	6	1 lbs 10 oz	11"x9"x3.5"	614458746221
B16ASSYPG	16 Amp - Female Connector & Non-Metallic Inlet / Gray	10 lbs	12"x12"x12"	6	1 lbs 10 oz	11"x9"x3.5"	614458746238
B16ASSYPB	16 Amp - Female Connector & Non-Metallic Inlet / Black	10 lbs	12"x12"x12"	6	1 lbs 10 oz	11"x9"x3.5"	614458746245
BM30NT	30 Amp - Stainless Steel Inlet w/ SS Cover Assembly	19 lbs	14"x14"x10"	12	1 lbs 9 oz	9"x7"x3.5"	614458746054
BM30NTSR	30 Amp - Stainless Steel Inlet w/ SS Cover Assembly w/ Enclosed Stain Reli	19 lbs	14"x14"x10"	12	1 lbs 9 oz	9"x7"x3.5"	682500440472
BM30PW	30 Amp - Non-Metallic Inlet w/ White Cover Assembly	13 lbs	14"x14"x10"	12	15 oz	9"x7"x4"	614458746023
BM30PG	30 Amp - Non-Metallic Inlet w/ Gray Cover Assembly	13 lbs	14"x14"x10"	12	15 oz	9"x7"x4"	614458746030
BM30PB	30 Amp - Non-Metallic Inlet w/ Black Cover Assembly	13 lbs	14"x14"x10"	12	15 oz	9"x7"x4"	614458746047
BF30	30 Amp - Female Connector Assembly	12 lbs	14"x14"x10"	12	14 oz	9"x7"x3.5"	094922987631
B30ASSYNT	30 Amp - Female Connector & Stainless Steel Inlet	25 lbs	18"x13"x12"	10	2 lbs 5 oz	11"x9"x3.5"	614458746153
B30ASSYPW	30 Amp - Female Connector & Non-Metallic Inlet / White	10 lbs	12"x12"x12"	6	1 lbs 10 oz	11"x9"x3.5"	614458746122
B30ASSYPG	30 Amp - Female Connector & Non-Metallic Inlet / Gray	10 lbs	12"x12"x12"	6	1 lbs 10 oz	11"x9"x3.5"	614458746139
B30ASSYPB	30 Amp - Female Connector & Non-Metallic Inlet / Black	10 lbs	12"x12"x12"	6	1 lbs 10 oz	11"x9"x3.5"	614458746146
C30503BM30NT	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type Dockside) &	51 lbs	14"x14"x18"	3	17 lbs	13"x13"x7"	682500440021
C30503BM30PW	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type) & White No	48 lbs	14"x14"x18"	3	15 lbs 10 oz	13"x13"x7"	614458746214
C30503BM30PG	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type) & Gray Non	48 lbs	14"x14"x18"	3	15 lbs 10 oz	13"x13"x7"	614458746207
C30503BM30PB	30 Amp - 50' Dual Config Cordset - (SPS Boat Side x Twist-Type) & Black No	48 lbs	14"x14"x18"	3	15 lbs 10 oz	13"x13"x7"	614458746191
PKF16	16 Amp - BF16 Repair Kit - Female Connector - Service Kit	4.5 lbs	10"x10"x10"	6	9 oz	8.25"x5"x4"	682500440304
PKF30	30 Amp - BF30 Repair Kit - Female Connector - Service Kit	4.5 lbs	10"x10"x10"	6	9 oz	8.25"x5"x4"	682500440311
PKM16	16 Amp - BM16NT Repair Kit - Inlet / Male Connector - Service Kit	4.75 lbs	10"x10"x10"	6	10 oz	8.25"x5"x4"	682500440342
PKM30SR	30 Amp Fully Enclosed Strain Relief Kit	2.5 lbs	10"x10"x10"	6	3 oz	8.25"x5"x4"	682500441332
PKM30	30 Amp - BM30NT Repair Kit - Inlet / Male Connector - Service Kit	4.75 lbs	10"x10"x10"	6	10 oz	8.25"x5"x4"	682500440359
BLFT30ASSYPWW	30 Amp / 125 V - 25' Cord With Male and Female SmartPlug Ends / Single W	49 lbs	14"x14"x18"	4	13 lbs	13"x13"x6"	682500441387
BLFT30ASSYPWO	30 Amp / 125 V - 25' Cord With Male and Female SmartPlug Ends / Single W	48 lbs	14"x14"x18"	4	13 lbs	13"x13"x6"	682500441394
BLFT30ASSYNTW	30 Amp / 125 V - 25' Cord With Male and Female SmartPlug Ends / Single W	48 lbs	14"x14"x18"	4	13 lbs	13"x13"x6"	682500441400
BLFT30ASSYNTO	30 Amp / 125 V - 25' Cord With Male and Female SmartPlug Ends / Single W	48 lbs	14"x14"x18"	4	13 lbs	13"x13"x6"	682500441417

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